

## Where can I park?

**Off-street:** There are more than a dozen privately-owned car parks in the city centre (see map overleaf). These are a better choice if you want to park for a longer period. Check with individual car parks for parking charges.

**On-street:** there are over 6200 pay-and-display spaces in the Controlled Parking Zone (see map overleaf). There are also about 6500 shared-use parking spaces, which can be used by motorists with pay-and-display vouchers or residents' permits or visitors' permits. You can usually park for between 15 minutes and four hours, though occasionally for up to six or nine hours. Check each machine to see the maximum time you can park.

## How do I pay on-street charges?

You may pay with coins or by credit or debit card (Visa, Mastercard, Maestro, Solo, Switch, Electron or Delta) using mPark, our mobile phone payment service. Before using the mPark service, register on-line at [www.mpark.com](http://www.mpark.com) or by phoning 0870 840 1000.

## When do on-street parking controls operate?

From 8.30 am to 6.30 pm, Monday to Saturday in the central zones, and from 8.30 am to 5.30 pm Monday to Friday in the peripheral and extended zones. Please check signs and the ticket machine at the block of parking bays where you're parking.

You don't have to pay on Christmas Day, Boxing Day, New Year's Day or Easter Monday. You must pay on all other bank and public holidays.

## How do I avoid getting a parking ticket?

- Check street signs and lines before you park or stop to load/unload goods.
- Display pay-and-display vouchers, badges and permits clearly.
- Unless you qualify, don't park in a bay designated for a motorcycle, a Blue Badge holder, a residents' permit holder, or other spaces reserved for specific groups.
- Ensure your vehicle is entirely within the bay markings.

## What should I do if a pay-and-display machine isn't working?

Please move to another block of parking bays where the machine is working or purchase a voucher from another

machine with the same tariff and maximum stay period. Do not leave a note, as it is still your responsibility to pay for parking.

## How do I find out if my vehicle has been moved or impounded?

Any vehicle which receives a parking ticket may be moved or impounded. Call the police switchboard at 0131 311 3131.

## Where can I stop to load or unload goods?

When you need to move heavy or bulky goods to or from your vehicle, you may load or unload for up to 30 minutes from yellow lines or loading bays. You must be continuously loading or unloading during this time. If a parking attendant doesn't see you at your vehicle for five minutes, you may receive a parking ticket. If you need extra time to load, unload or carry out essential works, you can apply for a dispensation in advance. Call 0131 557 6941 for more information.

## What do I do if I receive a parking ticket?

Don't ignore it! If you don't pay or dispute the ticket within 14 days of the issue date, you will have to pay the full £60 instead of the discounted £30 penalty. If you're paying by post, please ensure you leave time for delivery.

Please don't argue with the parking attendant if you receive a ticket. You may request that the attendant records your comments and take his or her ID number, but the attendant has no power to cancel a ticket once it has been issued.

## What do I do if I feel that I have been treated unfairly?

If you feel that a mistake has been made, you may dispute your ticket by writing to us within 14 days. You can't challenge your parking ticket by telephone. We will put your ticket on hold until we reply to your letter or e-mail.

- Post to: Parking Services, The City of Edinburgh Council, Box 4660, Worthing, BN11 9FR
- e-mail to: [parking@edinburgh.gov.uk](mailto:parking@edinburgh.gov.uk)

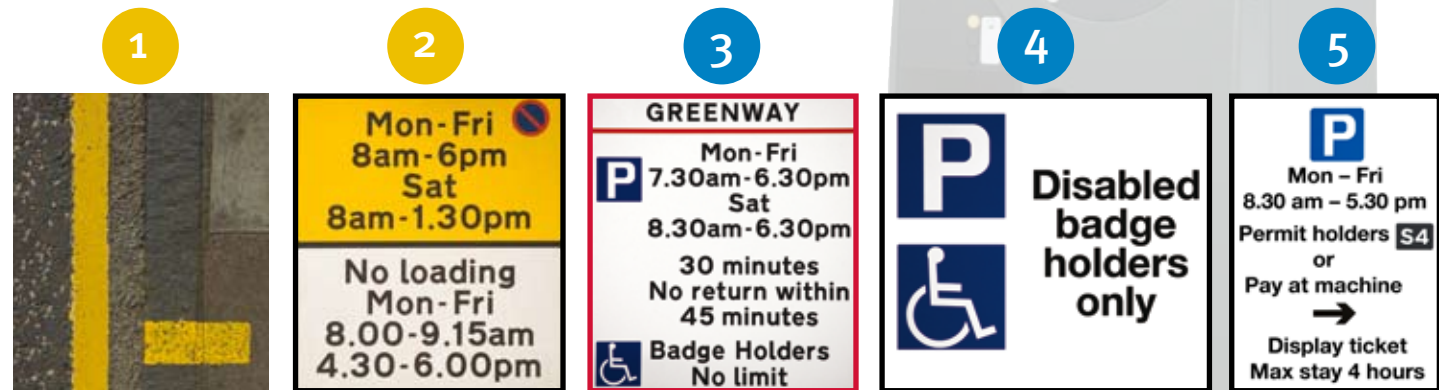
## Any questions?

Our parking attendants can answer many of your questions. You can also find out more information at [www.edinburgh.gov.uk/parking](http://www.edinburgh.gov.uk/parking), give us a call on 0131 469 5400, or e-mail us at [parking@edinburgh.gov.uk](mailto:parking@edinburgh.gov.uk)

## Before you park, always check the signs and road markings

Road marking or type of bay	CAN I PARK HERE?	CAN I LOAD HERE?
<b>Double red lines</b>	No	No
<b>Single red lines</b>	Yes, but only outside operating hours. (Check street signs).	Yes, but only outside operating hours. (Check street signs).
<b>Double yellow lines</b>	No	Yes, as long as there are no kerb stripes.
<b>Single yellow lines</b>	Yes, but only outside restricted hours – ie, between 5.30 pm – 8.30 am in the Peripheral and Extended zones and 6.30 pm – 8.30 am in the Central zone.	Yes, as long as there are no kerb stripes. (Numbers 1 and 2 shown below).
<b>Greenways parking and loading bays</b>	Yes, but times vary. (Check street signs).	Yes, but times vary. (Check street signs). (Number 3 shown below).
<b>Permit parking bays</b>	Only with a valid resident's, visitor's, trade's or retailer's parking permit for the zone.	Only with a resident's, visitor's, trade's or retailer's parking permit for the zone.
<b>Disabled parking bays</b>	Only with a Blue Badge.	Only with a Blue Badge. (Number 4 shown below).
<b>Shared-use bays</b>	Only with either a valid parking permit for the zone, or a pay and display voucher.	Only with either a valid parking permit for the zone or a pay and display voucher. (Number 5 shown below).
<b>Motorcycle bays*</b>	Only motorcycles.	Only motorcycles.
<b>Other bays</b> (eg, coach, police, doctor, bridal or diplomatic bays).	Only with proper permits.	Only with proper permits.

\*In the CPZ extension, motorcycles may park for free in pay-and-display and shared-use bays.





## Why do we need parking regulations?

Edinburgh's narrow, winding streets and historic tenements are part of its charm – but with about one million vehicles entering central Edinburgh every week, there's limited room for residents and shoppers to park on-street.

Regulations help stop:

- commuters parking in residential and shopping areas, leaving no spaces for people to park near their homes or customers to park near shops
- parked cars blocking drivers' views at busy junctions
- parked cars blocking bus lanes during rush hour.

You can get this leaflet on tape, in Braille, large print and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number **08485**. ITS can also give information on community language translations.

You can get more copies of this leaflet by calling **0131 200 2310**.

欲查詢把本文件翻譯成中文，請致電 0131 242 8181 與傳譯及翻譯服務部聯絡，並說出參考編號 08485。

اگر آپ کاس کا اردو مترجم کا ہے تو اسے ہمیں ایڈریس ایٹیں (ITS) کے ساتھ 0131 242 8181 پر رابطہ کریں اور اس نمبر 08485 کا حوالہ دیں۔

বাংলা ভাষায় এর অনুবাদ দরকার হলে ইন্টারপ্রেটেশন এ্যান্ড ট্রান্সলেশন সার্ভিসেস (আই.টি.এস.)-এর সাথে 0131 242 8181 নম্বরে ফোন করে রেফারেন্স নম্বর 08485 উল্লেখ করবেন।

إذا كنتم بحاجة للتترجمة إلى اللغة العربية، الرجاء الاتصال هاتفياً بمكتب الترجمة (ITS) بواسطة الرقم 0131 242 8181 وذكر الإشارة 08485

# Your guide to parking in Edinburgh

